GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:219
ANSWERED ON:27.08.2007
SERVICES OF PRIVATE TELECOM COMPANIES
Reddy Shri Karunakara G.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the private telecom companies are luring consumers in small and medium cities through various schemes but are totally unable to provide them the services; and

(b) if so, the details thereof alongwith the steps taken/being taken by the Government to ensure quality and satisfactory service to the consumers?

Answer

MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) AND (b) OF THE LOK SABHA STARRED QUESTION NO. 219 FOR 27TH AUGUST, 2007 REGARDING SERVICES OF PRIVATE TELECOM COMPANIES.

(a) & (b) The service providers provide different tariff plans in respective service areas. These plans vary in terms of combination of monthly rentals, call charges and free call allowance.

Telecom Regulatory Authority of India (TRAI) has prescribed formats for Publication/ advertisement of tariff and also mandated display of tariff plan and their financial implication on the website of service provider in the prescribed format to protect the interest of the consumers. It has also issued a direction to all the service providers that no tariff plan shall be marketed in a manner that is likely to mislead the subscribers. Through a regulation by TRAI, it is also made mandatory to publish the information about service availability and coverage for Cellular Mobile Telephone Service.

TRAI closely monitors the Quality of Service. Wherever deficiencies in achieving the Quality of Service benchmarks are noticed these are taken up with the service providers for remedial action.